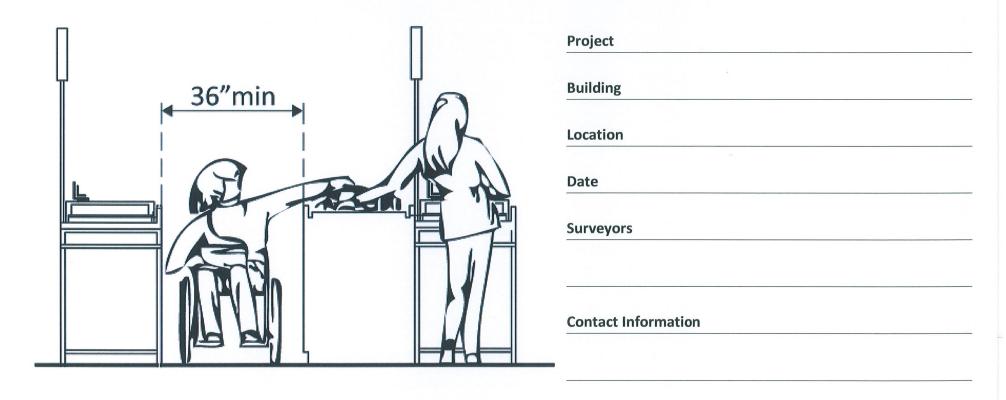
## **ADA Checklist for Readily Achievable Barrier Removal**

## Priority 2 – Access to Goods & Services



The layout of the building should allow people with disabilities to obtain goods and services and to participate in activities without assistance.





This checklist was produced by the New England ADA Center, a project of the Institute for Human Centered Design and a member of the ADA National Network. This checklist was developed under a grant from the Department of Education, NIDRR grant number H133A060092-09A. However the contents do not necessarily represent the policy of the Department of Education, and you should not assume endorsement by the Federal Government.

Questions or comments on the checklist contact the New England ADA Center at 617-695-0085 voice/tty or ADAinfo@NewEnglandADA.org

For the full set of checklists, including the checklists for recreation facilities visit www.ADAchecklist.org.

Prio	rity 2 – Access to Goods 8	& Services	Comments	Possible Solutions	
2.1	Does the accessible entrance provide direct access to the main floor, lobby and elevator?	Yes No			• Create accessible route •
				Photo #:	
Inter	ior Accessible Route (2010 Stand	lards – Ch.4)			
2.2	Are all public spaces on at least one accessible route?	Yes No			<ul><li>Create accessible route</li><li></li></ul>
				Photo #:	
2.3	Is the route stable, firm and slip-resistant?	Yes No			<ul><li>Repair uneven surfaces</li><li></li></ul>
				Photo #:	
2.4	Is the route at least 36 inches wide?  Note: The accessible route can narrow to 32 inches min. for a max. of 24 inches. These narrower portions of the route must be at least 48 inches from each other.	Yes No Measurement:	36"min 48"max 424"max 424"max 32"min	Photo #:	• Widen route •

2.5	If the route is greater than 200 feet in length and no less than 36 inches wide, is there a passing space no less than 60 x 60 inches?	Yes No Measurement:	36"min 60"min	Photo #:	<ul> <li>Widen route for passing space</li> <li>•</li> </ul>
2.6	Is the running slope no steeper than 1:20, i.e. for every inch of height change there are at least 20 inches of route run?	Yes No Measurement:		Photo #:	<ul> <li>Regrade</li> <li>If steeper than 1:20 and no steeper than 1:12, treat as ramp and add other features such as edge protection and handrails</li> </ul>
2.7	Is the cross slope no steeper than 1:48?	Yes No Measurement:		Photo #:	• Regrade •
2.8	Do all objects on circulation paths through public areas, e.g. fire extinguishers, drinking fountains, signs, etc., protrude no more than 4 inches into the path?  Or  If an object protrudes more than 4 inches, is the bottom leading edge at 27 inches or lower above the floor?	Yes No  Measurement:  Yes No  Measurement:	4"max Or		<ul> <li>Remove object</li> <li>Add tactile warning such as permanent planter or partial walls</li> </ul>

	Or Is the bottom leading edge at 80 inches or higher above the floor?	Yes No	27"max		
			BATHROOM 80"min	Photo #:	
2.9	Are there elevators or platform lifts to all public stories?*	Yes No			*Vertical access is not required in new construction or alterations if a facility is less than three stories or has less than 3,000 square feet per story, unless a facility is a shopping center, shopping mall, professional office of a health care provider, transportation terminal, state facility or government facility  • Install if necessary

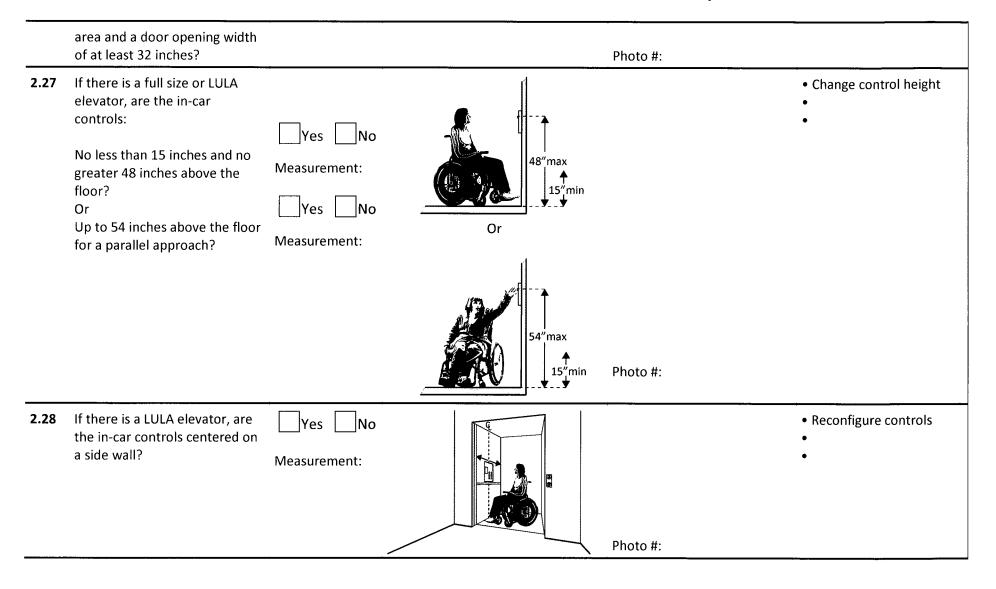
				Photo #:	Offer goods and services on an accessible story
Reng	18 (2010 Standards 404 & 108)*				
2.10	If there is a ramp, is it at least 36 inches wide? If there are handrails, measure between the handrails.	Yes No Measurement:	36"min		Alter ramp     Output
				Photo #:	
2.11	Is the surface stable, firm and slip resistant?	Yes No		Photo #:	Change surface
2.12	For each section of the ramp, is the running slope no greater than 1:12, i.e. for every inch of height change there are at least 12 inches of ramp run?  Note:	Yes No Measurement:	1		Lengthen ramp to decrease slope     Reconfigure ramp to include switchbacks     Relocate ramp
	Rises no greater than 3 inches with a slope no steeper than 1:8 and rises no greater than 6 inches with a slope no steeper than 1:10 are permitted when due to space limitations.		12 min	Photo #:	

2.13	Is there a level landing that is at least 60 inches long and at least as wide as the ramp:			<ul><li>Alter ramp</li><li>Relocate ramp</li></ul>
	At the top of the ramp?	Yes No Measurement:	landing widths must be at least equal to ramp width	
	At the bottom of the ramp?	Yes No Measurement:	Photo #:	
			Filoto #.	
2.14	Is there a level landing where the ramp changes direction that is at least 60 x 60 inches?	Yes No Measurement:	60 min	<ul> <li>Increase landing size</li> <li>•</li> </ul>
			Photo #:	
2.15	If the ramp has a rise higher than 6 inches are there handrails on both sides?	Yes No Measurement:		• Add handrails • •
			if greater than 6"	
			Photo #:	

2.16	Is the top of the handrail gripping surface no less than 34 inches and no greater than 38 inches above the ramp surface?	Yes No Measurement:	34".38"		<ul> <li>Adjust handrail height</li> <li>•</li> </ul>
2.17	Is the handrail gripping surface continuous and not obstructed along the top or sides?  If there are obstructions, is the bottom of the handrail gripping surface obstructed by no more than 20%?	Yes No  Yes No  Measurement:		Photo #: Photo #:	<ul> <li>Regrade to 1:20 max</li> <li>If steeper than 1:20 and no steeper than 1:12, treat as a ramp and add other features such as edge protection and handrails</li> </ul>
2.18	If the handrail gripping surface is circular, is it no less than 1 ¼ inches and no greater than 2 inches in diameter?	Yes No Measurement:	11/4-21/4	Photo #:	<ul> <li>Alter handrails</li> <li>•</li> </ul>
2.19	If the handrail gripping surface is non-circular, is it no less than 4 inches and no greater than 6 ½ inches in perimeter and no more than 2 ¼ inches in cross section?	Yes No Measurement:	4"-6 1/4" perimeter	Photo #:	<ul><li>Alter handrails</li><li>•</li></ul>

2.20	Does the handrail:				Alter handrails
	Extend at least 12 inches beyond the top and bottom of the ramp?	Yes No Measurement:	qq	<u> </u>	•
	Return to a wall, guard, or landing surface?	Yes No	nin min	Photo #:	If a 12" extension would be hazardous (in circulation path), it is not required
2.21	To prevent wheelchair casters and crutch tips from falling off:				<ul><li>Add curb</li><li>Add barrier</li></ul>
	Does the surface of the ramp extend at least 12 inches beyond the inside face of the handrail?	Yes No Measurement:	12"min		<ul><li>Extend ramp width</li><li></li></ul>
	Or Is there a curb or barrier that prevents the passage of a 4-	Yes No	less than 4"		
	inch diameter sphere?	Measurement:		Photo #:	
Eleva	tors – Full Size & LULA (limite	d use, limited app	lication) (2010 Standards – 407 & 4	108) Note: LULA ele	vators are often used in alterations.
2.22	If there is a full size or LULA elevator, are the call buttons no higher than 54 inches above the	Yes No			<ul><li>Change call button height</li><li></li></ul>
	floor?	Measurement:	54"max	Photo #:	·
2.23	If there is a full size or LULA elevator, does the sliding door reopen automatically when obstructed by an object or person?*	Yes No			* If constructed before 3/15/2012 and manually operated, the door is not required to reopen automatically
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·			Photo #:	• Install opener •
2.24	If there is a LULA elevator with a swinging door:			<ul> <li>Add power operated door</li> </ul>
	Is the door power- operated?	Yes No		<ul><li>Adjust opening time</li><li></li></ul>
	Does the door remain open for at least 20 seconds when	Yes No		
	activated?	Time:	Photo #:	
2.25	If there is a full size elevator:			• Replace elevator
	Is the interior at least 54 inches deep by at least 36 inches wide with at least 16 sq. ft. of clear floor area?	Yes No Measurement:	4—36"min—→ 16 sq.ft.min 54"min	•
	Is the door opening width at least 32 inches?	Yes No Measurement:	32″min → 32″min → Photo #:	
2.26	If there is a LULA elevator, is the interior:  At least 51 x 51 inches with a door opening width of at least	Yes No	51"min ————————————————————————————————————	• Replace elevator •
	36 inches? Or At least 54 inches deep by at least 36 inches wide with at least 15 sq. ft. of clear floor	Measurement:  Yes No  Measurement:	35″min → 32″min → 32	



2.29	If there is a full size or LULA elevator:		5	<ul><li>Add raised characters</li><li>Add Braille</li></ul>
	Are the car control buttons designated with raised characters?	Yes No	50 60 30 40	•
	Are the car control buttons designated with Braille?	Yes No	<b>★1</b> ○ 2 ○ Photo #:	
2.30	If there is a full size or LULA elevator, are there audible signals which sound as the car passes or is about to stop at a floor?	Yes No	Photo #:	<ul><li>Install audible signals</li><li></li></ul>
2.31	If there is a full size or LULA elevator:			Install signs     Change sign height
	Is there a sign on both door jambs at every floor identifying the floor?	Yes No		•
	Is there a tactile star on both jambs at the main entry level?	Yes No		
	Do text characters contrast with their backgrounds?	Yes No	48"min 48"min	
	Are text characters raised?	Yes No		
	Is there Braille?	Yes No		* If constructed before
	Is the sign mounted between 48 inches to the baseline of the	Yes No		3/15/2012 and mounted no higher than 60 inches to the centerline of the
	lowest character and 60 inches to the baseline of the highest character above the floor?*	Measurement:	Photo #:	sign, relocation is not required

## Platform Lifts (2010 Standards – 410) **2.32** If a lift is provided, can it be • Reconfigure so used without assistance from independently operable others? Photo #: Is there a clear floor space at Remove obstructions Yes No least 30 inches wide by at least 48 inches long for a person Measurement: using a wheelchair to approach and reach the controls to use the lift? 30"min 48"min Photo #: **2.34** Are the lift controls no less than • Change control height No Yes 15 inches and no greater than 48 inches above the floor? Measurement: Photo #: Is there a clear floor space at 2.35 • Replace lift Yes No least 30 inches wide by at least 48 inches long inside the lift? Measurement: 30" min 48" min--Photo #:

2.36	If there is an end door, is the clear opening width at least 32 inches?	Yes No	32"min	Photo #:	<ul><li>Alter door width</li><li></li></ul>
2.37	If there is a side door, is the clear opening width at least 42 inches?	Yes No Measurement:	42"min	Photo #:	<ul><li>Alter door width</li><li></li></ul>
	Policiandaras—Xae elas especiales	na reconstruction of the			
2.38	If there are signs designating permanent rooms and spaces not likely to change over time, e.g. room numbers and letters, room names, and exit signs:  Do text characters contrast with their backgrounds?  Are text characters raised?  Is there Braille?  Is the sign mounted: On the wall on the latch side of the door?	Yes No Yes No Yes No	354 LIBRARY		<ul> <li>Install tactile sign</li> <li>Relocate sign</li> </ul>

2.39 If there are signs that provide direction to or information about interior spaces:  Do text characters contrast with their backgrounds?  Is the sign mounted so that characters are at least 40 inches above the floor?  Photo #:  - Install signs with contrasting characters  Change sign height  Raised characters and  Braille are not required  Photo #:		Note: Signs are permitted on the push side of doors with closers and without hold-open devices.  With clear floor space beyond the arc of the door swing between the closed position and 45-degree open position, at least 18 x 18 inches centered on the tactile characters?*  So the baseline of the lowest character is at least 48 inches above the floor and the baseline of the highest character is no more than 60 inches above the floor? *  Note: If the sign is at double doors with one active leaf, the sign should be on the inactive leaf; if both leaves are active, the sign should be on the wall to the	Yes No Measurement:  Yes No Measurement:		*If constructed before 3/15/2010 and a person may approach within 3 inches of the sign without encountering protruding objects or standing within the door swing, relocation not required  *If constructed before 3/15/2012 and mounted no higher than 60 inches to the centerline of the sign, relocation not required
direction to or information about interior spaces:  Do text characters contrast with their backgrounds?  Yes No  Is the sign mounted so that characters are at least 40 inches  Measurement:  Contrasting characters  Change sign height  Raised characters and Braille are not required				Photo #:	
Measurement.	2.39	direction to or information about interior spaces:  Do text characters contrast with their backgrounds?	Tes		contrasting characters  Change sign height  Raised characters and
			Measurement:	Photo #:	:

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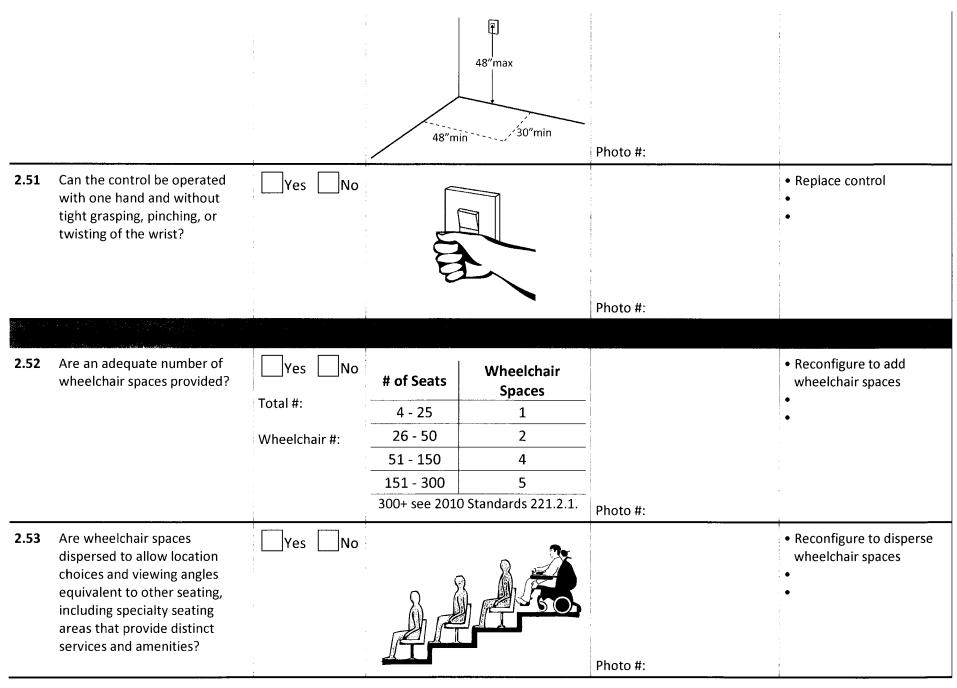
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Priority 2 – Access to Goods & Services

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2.40	Is the door opening width at least 32 inches clear, between the face of the door and the stop, when the door is open 90 degrees?	Yes No	32" min————————————————————————————————————	<ul> <li>Install offset hinges</li> <li>Alter the doorway</li> </ul>
2.41	If there is a front approach to the pull side of the door, is there at least 18 inches of maneuvering clearance beyond the latch side plus at least 60 inches clear depth?  On both sides of the door, is the floor surface of the maneuvering clearance level (no steeper than 1:48)?	Yes No  Measurement:  Yes No  Measurement:	60"   18"min   Photo #:	<ul> <li>Remove obstructions</li> <li>Reconfigure walls</li> <li>Add automatic door opener</li> <li>See 2010 Standards 404.2.4 for maneuvering clearance requirements on the push side of the door and side approaches to the pull side of the door</li> </ul>
2.42	Is the door threshold edge no more than ¼ inch high?  Or  No more than ¾ inch high if slope is beveled no steeper than 1:2?  Note: The first ¼ inch of the threshold may be vertical; the rest must be beveled.	Yes No Measurement: Yes No Measurement:	½"max+c: or ¾"max+[  Photo #:	Remove or replace threshold

2.43	Is the door equipped with hardware that is operable with one hand and does not require tight grasping, pinching and twisting of the wrist?	Yes No			<ul> <li>Replace inaccessible knob with lever, loop or push hardware</li> <li>Add automatic door opener</li> </ul>
			11	Photo #:	
2.44	Are the operable parts of the hardware no less than 34 inches and no greater than 48 inches above the floor?	Yes No	34"-48"	Photo #:	<ul> <li>Change hardware height</li> <li>•</li> </ul>
2.45	Can the door be opened easily (5 pounds maximum force)?  Note: You can use a pressure gauge or fish scale to measure force. If you do not have a pressure gauge or fish scale you will need to judge whether the door is easy to open.	Yes No Measurement:	5 lbf	Photo #:	<ul> <li>Adjust or replace closers</li> <li>Install lighter doors</li> <li>Install power-assisted or automatic door openers</li> </ul>
2.46	If the door has a closer, does it take at least 5 seconds to close from an open position of 90 degrees to a position of 12 degrees from the latch?	Yes No Measurement:	90° 12°	Photo #:	• Adjust closer • •

	The state of the s				
2.47	Are aisles and pathways to goods and services, and to one of each type of sales and service counters, at least 36 inches wide?	Yes No Measurement:		Photo #:	<ul> <li>Rearrange goods,</li> <li>equipment and furniture</li> <li>•</li> </ul>
2.48	Are floor surfaces stable, firm and slip resistant?	Yes No			Change floor surface     .
		:		Photo #:	
2.49	If there is carpet:				Replace carpet
	Is it no higher than ½ inch?	Yes No Measurement:	½"max		
	Is it securely attached along the edges?	Yes No		Photo #:	
	300 Sept. 100 Se				
2.50	Is there a clear floor space at least 30 inches wide by at least 48 inches long for a forward or parallel approach?	Yes No	48"max		<ul><li>Change height of control</li><li></li></ul>
	Are the operable parts no higher than 48 inches above the floor?*	Yes No	30"min		*If constructed before 3/15/2012 and a parallel approach is provided, controls can be 54 inches above the floor



2.54	Where people are expected to remain seated, do people in wheelchair spaces have a clear line of sight over and between the heads of others in front of them?	Yes No	50	Photo #:	<ul> <li>Alter for line of sight</li> <li>•</li> </ul>
2.55	Where people are expected to stand, do people in wheelchair spaces have a clear line of sight over and between the heads of others in front of them?		50	Photo #:	<ul> <li>Alter for line of sight</li> <li>•</li> </ul>
2.56	If there is a single wheelchair space, is it at least 36 inches wide?	Yes No Measurement:	→ 36″min →	Photo #:	• Alter space •
2.57	If there are two adjacent wheelchair spaces, are they each at least 33 inches wide?	Yes No Measurement:	→33"min → 33"min →	Photo #:	• Alter spaces •

2.58	If the wheelchair space can be entered from the front or rear, is it at least 48 inches deep?	Yes No Measurement:	48"min	Photo #:	<ul><li>Alter space</li><li></li></ul>
2.59	If the wheelchair space can only be entered from the side, is it at least 60 inches deep?	Yes No Measurement:	60″min → 600 min → 600 mi	Photo #:	• Alter space •
2.60	Do wheelchair spaces adjoin, but not overlap, accessible routes?	Yes No	Accessibe Route	Photo #:	• Alter spaces •
2.61	Is there at least one companion seat for each wheelchair space?	Yes No		Photo #:	• Add companion seats •

2.62	Is the companion seat located so the companion is shoulder-to-shoulder with the person in a wheelchair?	Yes No			<ul><li> Alter seating</li><li> </li></ul>
		i		Photo #:	· : :
2.63	Is the companion seat equivalent in size, quality,	Yes No			Add equivalent seating
	comfort and amenities to seating in the immediate area?			Photo #:	•
2.64	Are at least 5%, but no fewer than one, of seating and standing spaces accessible for people who use wheelchairs?	Yes No			Alter to provide     accessible spaces
	people who use wheelenans:	Wheelchair #:		Photo #:	
2.65	Is there a route at least 36 inches wide to accessible seating?	Yes No			• Widen route •
			36"min		
				Photo #:	:

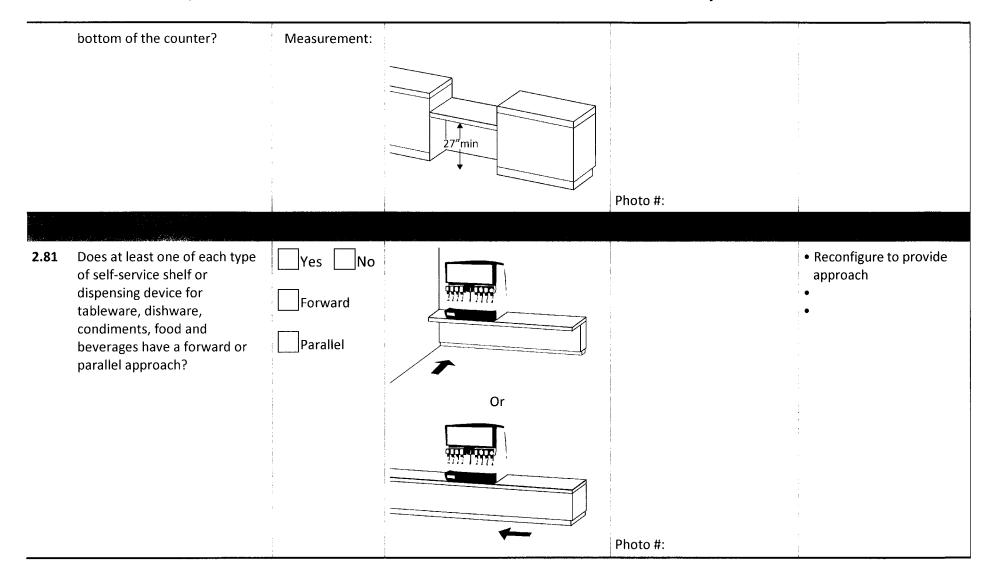
2.66	At the accessible space(s), is the top of the accessible surface no less than 28 inches and no greater than 34 inches above the floor?	Yes No	28"-34" Photo #:	<ul> <li>Alter surface height</li> <li>•</li> </ul>
2.67	Is there a clear floor space at least 30 inches wide by at least 48 inches long for a forward approach?  Does it extend no less than 17 inches and no greater than 25 inches under the surface?  Is there knee space at least 27 inches high and at least 30 inches wide?	Yes No Measurement:  Yes No Measurement:  Yes No Measurement:	27"min 30"min 17"-25"  Photo #:	<ul> <li>Alter table or work surface</li> <li>Add accessible table or work surface</li> </ul>
18.	a constant a Company Access and a constant and a co			
2.68	Is there at least one space at least 36 inches wide by at least 48 inches long for a person in a wheelchair?	Yes No	36"x48"	<ul> <li>Move furniture and equipment to provide space</li> <li>•</li> </ul>
			Photo #:	

A			garage and the second s		
2.69	In locker rooms, dressing rooms and fitting rooms, is there at least one room with a bench?	Yes No			• Add bench •
				Photo #:	
2.70	Is there a clear floor space at least 30 inches wide by at least 48 inches long at the end of the bench and parallel to the short axis of the bench?	Yes No Measurement:			<ul><li>Move bench</li><li>Replace bench</li><li>Affix bench to wall</li><li></li></ul>
	Is the bench seat at least 42 inches long and no less than 20 inches and no greater than 24 inches deep?	Yes No Measurement:	48" min 30" min		
	Does the bench have back support or is it affixed to a wall?	Yes No	30" 34" min		
	Is the top of the bench seat no less than 17 inches and no greater than 19 inches above	Yes No Measurement:	20"- 24"		
	the floor?		17"- 19"		
			. <b>V</b> *	Photo #:	

	and the second of the second o				
2.71	Is the aisle at least 36 inches wide?	Yes No Measurement:	36"min	Photo #:	• Widen aisle • •
2.72	Is the counter surface of at least one aisle no higher than 38 inches above the floor?	Yes No	38"max	Photo #:	• Lower counter •
2.73	Is the top of the counter edge protection no higher than 2 inches above the counter surface?	Yes No Measurement:	‡2"max	Photo #:	• Lower edge protection •
2.74	If there is a check writing surface, is the top no less than 28 inches and no greater than 34 inches above the floor?	Yes No Measurement:	28"-34"	Photo #:	Alter check writing surface
			<u> </u>	1 110t0 #.	

2.75	If there is more than one check- out aisle is there a sign with the International Symbol of Accessibility at the accessible aisle?	Yes No	E	Photo #:	<ul><li>Add sign</li><li></li></ul>
2.76	Is there a portion of at least one of each type of counter that is:  No higher than 36 inches above the floor?  At least 36 inches long?	Yes No  Measurement:  Yes No  Measurement:	36"min 36"max		<ul> <li>Lower section of counter</li> <li>Lengthen section of counter</li> </ul>
				Photo #:	
2.77	Does the accessible portion of the counter extend the same depth as the counter top?	Yes No Measurement:			<ul> <li>Alter accessible portion</li> <li>•</li> </ul>
				Photo #:	

2.78	Is there a clear floor space at least 30 inches wide by at least 48 inches long for a forward or parallel approach?	Parallel Measurement: Forward Measurement:	30"min Or 48"min 48"min	Photo #:	<ul> <li>Reconfigure to provide a parallel or forward approach</li> <li>•</li> </ul>
2.79	For a parallel approach, is the clear floor space positioned with the 48 inches adjacent to the accessible length of counter?	Yes No Measurement:	48"min	Photo #:	If a parallel approach is not possible, a forward approach is required
2.80	For a forward approach:  Do no less than 17 and no greater than 25 inches of the clear floor space extend under the accessible length of the counter?  Is there at least 27 inches clearance from the floor to the	Yes No Measurement:  Yes No	17-25" 48"min		Reconfigure to provide knee clearance



2.82	If there is an unobstructed parallel approach, is the shelf or dispensing device no higher than 48 inches above the floor?	Yes No	48" max		<ul> <li>Lower shelf and/or dispensing device</li> <li>•</li> </ul>
2.83	If there is a shallow obstruction no deeper than 10 inches with a parallel approach, is the shelf or dispensing device no higher than 48 inches above the floor?	Yes No Measurement:	10" max	Photo #:	<ul> <li>Lower shelf and/or dispensing device</li> <li>•</li> </ul>
2.84	If there is an obstruction no less than 10 inches and no greater than 24 inches deep with a parallel approach, is the shelf or dispensing device no higher than 46 inches above the floor?	Yes No Measurement:	46" max	Photo #:	<ul> <li>Lower shelf and/or dispensing device</li> <li>•</li> </ul>
2.85	If there is an unobstructed forward approach, is the shelf or dispensing device no higher than 48 inches above the floor?	Yes No	48"max	Photo #:	<ul> <li>Lower shelf and/or dispensing device</li> <li>•</li> </ul>

2.86	If there is an obstruction no deeper than 20 inches with a forward approach:  Does clear floor space extend under the obstruction that is at least the same depth as the obstruction?  Is the shelf or dispensing device no higher than 48 inches above	Yes No  Measurement:  Yes No  Measurement:	20"max 20"min		<ul> <li>Reconfigure to provide knee space</li> <li>Lower shelf and/or dispensing device</li> </ul>
	the floor?	;		Photo #:	
2.87	If the obstruction is no less than 20 inches and no greater than 25 inches deep with a forward approach:				<ul> <li>Reconfigure to provide knee space</li> <li>Lower shelf and/or dispensing device</li> </ul>
	Does clear floor space extend under the obstruction that is at least the same depth as the obstruction?	Yes No Measurement:	20"-25" 44" max		
	Is the shelf or dispensing device no higher than 44 inches above the floor?	Yes No	farmen of the second of the se		
				Photo #:	
2.88	If there is a tray slide, is the top no less than 28 inches and no greater than 34 inches above	Yes No  Measurement:	Description of the second		<ul><li>Reconfigure</li><li>•</li></ul>
	the floor?		28"-34"		
		:		Photo #:	